

CSHCS ALERT #8-2014 - Under-insured work queue  
Thu 3/27/2014

Dear Local Health Partners:

Now that you have worked with the under-insured work screen, there have been some questions that have come up. This email will answer these questions.

First, there have been some questions regarding the statement "Showing 1-10 of XX (filtered from 3,122)." To clarify, "filtered from 3,122" indicates how many clients appear on the work queue throughout the state. "Showing 1-10 of XX" indicates how many total clients appear on the work queue from your region.

Secondly, there have been questions about how to navigate back to the main CSHCS page once you are in the under-insured work queue. To navigate back to the main page, simply click on the CSHCS logo in the upper left hand corner of the screen. This will close the under-insured work queue, so be sure to save any changes you want made before navigating back to the main page.

CSHCS has decided to send the under-insured letters to new enrollees for the time being. We understand that many new clients will have adequate insurance that just hasn't hit TPL yet, but given the Health Insurance Exchange open enrollment deadline of March 31st, it is important that new enrollees understand that we are not "credible coverage."

We will be excluding the following clients from the under-insured work queue if their coverage is ending for one of the following reasons:

- Error Correction
- Duplicate ID
- Over 21
- Moved out of State
- Death
- Withdrew Request

The Webinar is now on the CSHCS website under the LHD section for your reference.

**If you have any specific questions regarding the under-insured work screen, please contact Anthony Spagnuolo at [spagnuoloa@michigan.gov](mailto:spagnuoloa@michigan.gov) for assistance. His telephone number is 517-241-8385.**

**If you have any questions pertaining to a specific client on the underinsured list, please call Amy Chapko at 517-241-8998.**

Thank You

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